

[Important Information for Zoom and AT&T Hearings](#)

Please note the following applicable to Zoom and AT&T hearings held before the Court:

- Be on time. Connect at a minimum 15 minutes prior to the scheduled start of the hearing.
- Hearings may be limited to a total number of participants.
- Hearings do not include “breakout rooms,” or any comparable means for hearing participants or attendees to talk among themselves. To confer with a client, an attorney or with another person during a hearing, do so by means outside of the hearing, such as phone, email or text.
- If you are connecting to a hearing via the internet, avoid using WiFi. Connection via a hard-wire Ethernet cable is faster and more reliable than WiFi. If you must use WiFi, make sure you are in close range.
- Connect your device (such as a computer, mobile phone, iPad or other tablet) to a reliable power source. Avoid using battery power only.
- Turn off or mute all audio and video applications on your device (messaging alerts, email alerts, etc.)
- Mute yourself when not speaking.
- When connecting via a home network avoid sharing your internet service with others during the hearing.
- Unless you have confirmed the quality is sufficient, avoid using an open microphone and speakers, such as those that are built-into laptops, webcams or mobile phones. Using a good quality headset (headphones with a microphone) will often help ensure you can be heard, and can hear others with maximum quality.
- Avoid noisy and echoing locations. Use of a headset will improve audio quality when this is unavoidable.
- For security and enforcement of Court standards, the Court may disable some Zoom or AT&T features.
- The Court will not provide technical support for Zoom or the AT&T Teleconference Service. For assistance, contact [AT&T Connect Customer Care](#) (1-888-333-2505) the [Zoom Help Center](#), your local IT support, service provider, or other online guidance.
- For information on connecting to your specific hearing, *Connecting to Your Hearing* at end of this page.

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<https://www.canb.uscourts.gov/procedure/important-information-zoom-and-att-hearings>